

Appendix A: EAI Issue Summary
September 27, 2002 - December 31, 2002

Open Issues	3	17%
Resolved Issues	15	83%
Total Issues	18	100%

Open prior to period, Resolved in period	6	33%
Open in period, Resolved in period	9	50%
Open in period, Not resolved in period	3	17%
	18	100%

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Issues Criteria: Show only issues that meet ANY the following criteria:

Added between Sep 27, 2002 and Dec 31, 2002
Resolved between Sep 27, 2002 and Dec 31, 2002

Issue No.	Issue Topic	Assignees	Priority	Percent Complete	Complexity	Date Posted (asc)	Start Date	Deadline	Complete Date	Posted By	Issue Description	Status	Last Response
60	COD sending invalid formatted msgs to FMS	Stacey Deck	High	100%	Medium	2-Aug-02	2-Aug-02	15-Aug-02	30-Sep-02	Stacey Deck	Messages are ending up in the system.dead.letter.queues on both EAIP1 and EAIP2. Netman tkt at TSYS has been opened up: P1032422. Email has been sent with the pertinent information for TSYS to troubleshoot.	Resolved	Removed flow from production environment on 9/24/2002. Messages are now going to a dump queue. and are removed on a regular basis
64	PEPS daily File Transfer/Transformation - PEPS->COD	Mike Krueger	Low	100%	Medium	13-Aug-02	13-Aug-02	31-Aug-02	18-Nov-02	Mike Krueger	Enhance Peps file transfer. PEPS produces a daily feed for transformation and transfer to COD. The transformation process only accepts files for current day. Modify transformation code to accept file as parameter to support late PEPS file transfer eliminating manual EAI intervention. The following changes will be introduced: 1) Modify Pepsfullfile.sh to archive PEPS files into archive directory (currently stored in input directory) 2) modify PEPSDeltabuild class to accept input file as argument to program 3) Modify PEPSDELTA.sh to pass file as argument to JAVA code	Resolved	The PEPS file transfer was completed successfully on 8/28, but will monitor for 2 days before closing issue.
79	Data Integrator Not Running on su35e13	Scott Gray	High	100%	Medium	10-Sep-02	10-Sep-02	10-Sep-02	22-Oct-02	Bon Ku	Data Integrator has been down since 8/31/02 and is currently not running on su35e13(4.20.17.147 ECBSP2 WASP2).	Resolved	10/22/2002 - Change request to add DI start/stop upon server reboot completed successfully. This issue is resolved
83	HPV2 box low on disk space	Stacey Deck	Medium	100%	Medium	12-Sep-02	5-Sep-02	18-Sep-02	13-Dec-02	Stacey Deck	Dave Murdy called and expressed concern about mq using the home directory for transitional files. Impact: None at this point in time Resolution: Spoke with Scott Gray, Bruce Kingsley, Paul Izzo (sp?). Old log files moved to /tmp.mqm directory in effort to gain some disk space back. Dave Murdy on vacation until next week. We will discuss options with him next week.	Resolved	The EAI logfiles directory was successful relocated to /export/mqm/data on HPV2.
89	SAIG adapter disabled at TSYS request	Patrick Volpe	Medium	100%	Low	24-Sep-02	24-Sep-02	24-Sep-02	18-Nov-02	Scott Gray	SAIG adapter disabled at TSYS request due to GDG problem again. 21:30 EST.	Resolved	
90	DLSSP1 DI messages in "transmitted" state	Stacey Deck	Medium	100%	Medium	30-Sep-02	30-Sep-02	30-Sep-02		Stacey Deck	DLSSP1 showing messages in "transmitted" state...not "completed". Impact: Messages have not been sent completely to ESVCP1 (eservicing). 1. DI not running on eServicing box- started DI. 2. MQ listener not running on eServicing box - started listener.	Resolved	
91	Informatica box - DI not running	Stacey Deck	Medium	100%	Medium	30-Sep-02	30-Sep-02	30-Sep-02		Stacey Deck	DI not running on Informatica box Impact: Informatica not receiving files. Started DI on Informatica box	Resolved	
92	DLSS DI xfer to FARSP1	Stacey Deck	Medium	100%	Medium	9-Oct-02	9-Oct-02	9-Oct-02	10-Oct-02	Stacey Deck	File MIS_LOANS was sent on Moday 10/4/2002 to FARSP1. Transfer failed due to FARSP1 having insufficient disk space. File transfer was initiated again on 10/7/2002... transfer failed due to DI on FARSP1 being down. Tests are being done to verify why request is timing out when DI is down on FARSP1 Impact: File not rec'd by destination system, User ftp'd the file.	Resolved	Request times out because file is very large and an acknowledgement is sent for every 200 messages....if an ack is not rec'd (and the immed qualifier was used) then the transfer fails.
93	WAS11 system failures	Scott Gray	Medium	100%	Medium	9-Oct-02	3-Oct-02	9-Oct-02	19-Nov-02	Stacey Deck	WAS11 testing with FAFSA is being impacted by processes failing. PMR has been opened with IBM to address problem. At this point in time, problem is either WAS or AMI or HP. Verified HP box was at latest and greatest CSD. Troubleshooting continues	Resolved	Problem was identified as being with AMI and PMR# 49815,487 was logged. An alternative solution was developed using MQI negating the depenedence on AMI. IBM responded to the PMR with the latest release of the MA0F (1.2.3). At this point, AMI is not considered part of the solution and this issue can be closed.

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94	FMS receiving erros when attempting to transfer data to COD	Stacey Deck	Medium	100%	Medium	10-Oct-02	10-Oct-02	10-Oct-02		Stacey Deck	FMS adapter logging an error msg: [AmException] completionCode[2] reasonCode[113] className[AmSender] methodName[send];> <0> Messages not being sent to bus. Reason code 113 = AMRC_SEND_DISABLED - The specified request could not be performed because the service in the underlying transport layer is not enabled for send requests. The SYSTEM.CLUSTER.TRANSMIT.QUEUE had PUT disabled ...thus no msgs were going to the bus. (The queue was set this way due to COD's end of year processing request that they receive no data) Queue was PUT enabled and the job was restarted on the FMS machine to extract records out of the database and onto the queue.	Resolved	
95	FMS not sending data to COD	Stacey Deck	Medium	100%	Medium	21-Oct-02	16-Oct-02	16-Oct-02		Stacey Deck	Perry (5th floor - FMS) called and stated that his log of transacitons indicates problems. I ran the adapter manually and received the same results that Perry did. Praful (dba) was consulted and Praful had marked the records in the database so that the adapter would not extract them and send on to COD. Notified Perry of situation. Perry will wait to hear from Praful before trying another run. There were no EAI issues.	Resolved	
96	FARSP1 - DI not running	Stacey Deck	Medium	100%	Medium	4-Nov-02	4-Nov-02	4-Nov-02		Stacey Deck	DI not running on Informatica Started DI on Informatica.	Resolved	
97	TSYS connectivity to EAIA1	Stacey Deck	Medium	100%	Medium	4-Nov-02	4-Nov-02	4-Nov-02		Stacey Deck	Kurt Blanchard (TSYS) called said he could not mqping EAIA1 from his "V" region which corresponds to EAIA1. Kurt then stated that ftfping wasn't working. MQ was up on su35e17...DI was not. Started DI and Kurt can now ftfping.	Resolved	
98	EAI Bus /export/data/mqm on Dev/Test/Prod Servers NFS Mounted to HPV1	Patrick Volpe	High	100%	Medium	20-Nov-02	20-Nov-02	13-Jan-03	15-Jan-03	Patrick Volpe	The EAI Bus servers have the /export/data/mqm filesystems NFS mounted to HPV1(Dev server). The dependence of our servers on a non-EAI development server is not recommended. On Sun. 11/17, HPV1 was taken down for maintenace rendering the EAI Bus DI capabilities non-functional.	Resolved	File systems successfully migrated on 1/12/03.
99	MQ Series AMQ6150 - Waiting on Busy Semaphore Error	Stacey Deck	Medium	100%	Medium	25-Nov-02	22-Nov-02	6-Dec-02	7-Jan-03	Patrick Volpe	The MQSeries error AMQ6150 - Waiting on Busy Semaphore error has been encountered twice in a two week period. Stacey Deck logged PMR 66683,487 Severity 2 with IBM.	Resolved	VDCMP- 872 was applied to Production on 12/15/02. As of this response, no semaphore related issues have appeared on either SU35E3 or SU35E14.
100	MQ Series Failover to HPV1 Not Successful	Patrick Volpe	High	10%	Medium	25-Nov-02	22-Nov-02	31-Jan-03		Patrick Volpe	11/22/02 HPV2 experienced a memory board and failed over to HPV1. The Service Guard configuration did not properly failover MQ Series and was not restored until HPV2 was restored to the Production server.	Not Resolved	The issue was escalated in weekly VDC/IP meeting. The FMS team (Steve Kuhl) will work with VDC and FSA to schedule a failover test.
101	EAI Start / Stop Script Standardization	Mike Krueger	Medium	0%	Medium	25-Nov-02	25-Nov-02	31-Jan-03		Patrick Volpe	As a result of a LO Web RCA, the EAI team has been requested to work with CSC to standardize the EAI start/stop scripts and run levels. A meeting between Mike K., Paul N., and Mani A. took place the week of 11/18. Based on that disussion, the EAI team had an action item to consolidate and make the EAI start/stop scripts "dummy" proof.	Not Resolved	The objectives identified in the meeting were as follows: 1) single script that operations staff (AIS) can use to start all EAI services (mq, di, mqsi, mqclient, dirmon ...). This would need to be different on every server. This is negotiable, instructions identifying EAI services and associated start/stop scripts on each server may suffice. 2) single script that operations staff (AIS) can use to stop all EAI services (refer to notes above) 3) script that can be used "forceably" stop MQSeries when normal shutdown does not respond.
102	MQ Series Shutdown Hanging Impacting SAIG Failover	Mike Krueger	High	60%	Low	13-Dec-02	13-Dec-02	13-Jan-03		Patrick Volpe	During a SAIG failover test on 12/8, MQ Series would not shutdown which causes the ServicGuard to failover to fail. The testing was part of the quarterly failover testing. SAIG is a critical system and needs high availability. The EAI team was engaged to bring down MQ. Paul Izzo (CSC) is working with EAI to modify the start/stop script on the HPL16 to force a shutdown in the event it hangs during a shutdown.	Overdue	The SAIG failover testing was not successful. The modifications to the start/stop script for MQ Series did not shutdown due to running runmqsc processes. The script has been modified to account for this and a subsequent failover test will be scheduled with Paul Izzo.